

STATE OF COLORADO

DEBT NET

DIVISION OF PERSONNEL AND ADMINISTRATION *CENTRAL COLLECTIONS SERVICES ' DIVISION OF FINANCE AND PROCURMENT

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THERE ARE CHANGES IN THE AIR!

Well the summer is over and with that we have some new changes that are happening with Central Collections. One of the new changes is that we have a **New Division Director, Richard Pennington!** Mr. Pennington has asked to say a few words to all of you.

Mr. Pennington:

On July 1, 2002, I was honored to start my new position as division director, Division of Finance and Procurement. Central Collections Services (CCS) is a recent addition to the division, and I am delighted to be part of their team. They provided me an excellent pin-point briefing early this month so I could see their vision for the next year and what they are doing to get closer to you, their customers. This newsletter is a great way to keep the communications together.

I hope to get out to see each of you and carry the message that the DPA Executive Director, Troy Eid, has made such a priority. To our division – and CCS – the 3C's (Credibility, Customers, and Communications) are a cornerstone of our business. We want to improve communications with each of you, better understand your challenges, and anticipate your changing requirements. I look forward to being part of the dialogue that Verneeda, Mike and the rest of the CCS team have started. For the past three weeks, we have focused on the CCS mission and what they hope to achieve in performance. Over the next few months, we will be continuing to “mine” for your issues and expectations.

I was especially impressed with the tools used by CCS to hire two collectors recently. CCS has been trained in a competencies-based selection method that landed two great additions to the office. CCS has also teamed with the State Purchasing Office and State Controller's Office in almost completing selection of a new set of private collection agencies. They will then solicit proposals from legal firms for representation. I have been very impressed with the quality of the requests for proposals they have been developing.

If I sound excited, I am. CCS and your offices serve the public in a very important way, and I am looking forward to working with you. My direct line is 303-866-3285. My e-mail address is richard.pennington@state.co.us. Please feel free to contact me any time.